



DMS For Information Systems Coordinators

**Presented by: The Quantico DMS
Team**



Introductions

- Instructor
 - GySgt Smith S T (smithst@nt.quantico.usmc.mil)
 - Cpl Blanco E A (blancoea@nt.quantico.usmc.mil)
 - LCpl Lainhoff T A (lainhoffta@nt.quantico.usmc.mil)
 - LCpl Rimmer S M (rimmersm@nt.quantico.usmc.mil)
- DMS Control Center
 - COMM 703-783-2111
 - DSN 278-2111
 - FAX 703-784-2001
 - SMB Quantico G6 DMS Help Desk (helpdeskdms@quantico.usmc.mil)



Course Topics

- PC Requirements to Utilize DMS
- Setting up a DMS End User/Releaser
 - Attaching the PCMCIA Fortezza Card Reader
 - Loading the DMS Outlook Client
 - Loading the drivers for the Fortezza Card Reader
 - Setting up the DMS Profile in Outlook
 - Testing the Fortezza Card's Functionality
- Setting up a DMS Message Drafter
 - Loading the CMP/JMPS Software



Course Topics

- Common Problems When Using DMS
 - Fortezza error code 15 – “No Valid Roles”
 - Fortezza error code -20 – “Unknown Error”
 - Fortezza error code 201 – “...not encrypted for selected role”
 - DIT/DUA Browser Crashes When “PAB-ing” an Entry
 - “Error received ... whilst reading Attributes”
 - Cannot find the Entry you just “PAB-ed”
- Who to Contact for Help
- Additional Sources of Information



PC REQUIREMENTS TO UTILIZE DMS



PC Requirements to Utilize DMS

- WinNt Hardware Requirements
 - Pentium Class Processor (bare minimum; LCC requires PII)
 - 96MB RAM
 - 300MB Hard Drive space
- Win2000 Hardware Requirements
 - Pentium II/III
 - 128MB RAM
 - 300MB Hard Drive space
- Additional hardware requirements for Releasers
 - An open PCI expansion slot



PC Requirements to Utilize DMS

- Software Requirements
 - Microsoft Office 2000 (SR-1a if possible)
 - Norton Antivirus
 - Computer must have working NIC drivers, and must be part of a domain
- Things nice to have
 - Adobe Acrobat Reader 4.01
 - Display drivers
 - Winzip 8.0



SETTING UP A DMS END USER/RELEASER



Setting Up a DMS End User/Releaser

- DMS End Users are the users that are going to be releasing the messages, and will be using the Fortezza Card. The Releaser may be the same person as the Drafter, but is by no means necessary.
- **Only** Releasers will need the “DMS” software installed, and **only** Releasers will need PCMCIA Fortezza Card reader installed in their computer



Attaching the PCMCIA Fortezza Card Reader

- Installing the “Litronic Argus 2500” PCMCIA Fortezza Card Reader is relatively easy, although be aware that anytime you open a computer you run a risk. If you are unsure of how to proceed, contact the DMS Control Center.
- Open the computer
- Install the included PCI card into an available slot
- Install the Fortezza Card Reader into a 5 ½ in expansion bay



Attaching the PCMCIA Fortezza Card Reader

- Connect one end of the included cable to the PCI card, and the other to the Fortezza Card Reader. Be aware that each end of the cable has two heads; make sure that both heads are firmly connected at both the PCI card and at the Fortezza Card Reader
- Close the computer
- Hardware installation complete



Loading the DMS Outlook Client

- The DMS Outlook Client is an addition to Microsoft Outlook 2000
- Each DMS 2.2 Gold CD has Outlook software if needed, these installation instructions presume Microsoft Office is installed already
- To install the DMS Outlook Client
 - Place a DMS 2.2 Gold CD into the CDRoom
 - Go to Start -> Run
 - Type <CDROM>:\setup.bat phase2



Loading the DMS Outlook Client

- To install the DMS Outlook Client (continued)
 - Wait for the batch file to copy files, and reboot your computer if prompted
 - Go to Start -> Run, and type <CDROM>:\setup.bat phase3
 - Click “Continue”
 - Click “OK” to accept the default installation directory
 - Push the computer button to continue with install
 - Click “Continue” to accept the default program group



Loading the DMS Outlook Client

- To install the DMS Outlook Client (continued)
 - Answer “Yes” to put a shortcut to the Directory Browser on the desktop
 - Wait for files to install
 - Enter the Exchange Server name where your DMS mailbox resides and the Primary and Secondary DSA IP addresses (on base at Quantico they are 138.156.98.14 and 192.156.78.50), then click “OK”
 - Installation of the DMS extensions are complete. Reboot computer if prompted



Loading the Drivers For the Fortezza Card Reader

- The driver installation file a self-extracting executable named "FORTEZZABUNDLE_40.3.EXE"
- Depending on how you got the file, it might be zipped into another file named "2.x-DRIVERS-02.exe" or already extracted into a folder called "Litronic"
- If the file is not already extracted, do so to a location of your choice (the desktop is easiest)
- Browse to the folder where you extracted the file, and run "setup.exe" directly under the "Litronic" folder (i.e. – C:\Temp\Fortezza\Litronic\setup.exe)



Loading the Drivers For the Fortezza Card Reader

- Click “Next” to begin installation
- “Maci Cl Library” is checked by default; also, check the box for “PCMCIA Driver – Litronic Argus 2500 or Laptop” and then click “Next”
- Click “Next” to continue past the license purchase warning
- Click “Cancel” out of the registration window
- Wait for the drivers to install, and if asked to reboot your computer, click “No, I will restart my computer later”



Loading the Drivers For the Fortezza Card Reader

- If you are prompted to install “CardWizard for NT”, do so. If not prompted, browse for the CardWizard setup file under the “Litronic” folder (i.e. – C:\temp\fortezza\litronic\cardwizard\setup.exe) and run it
- Click “Next” until you are asked what driver to install; choose “Desktop with Litronic Argus 2000 (no isa)” and click “Next” to continue



Setting Up the DMS Profile in Outlook

- Close out of Outlook
- Right-click on the Outlook icon on the desktop
- Click the button to “Show Profiles...”
- Click the button to “Add” a profile
- Choose “Manually configure information services” and then click “Next”
- Name your profile (i.e – “DMS QUANTICO MTCC”) and click “Next”



Setting Up the DMS Profile in Outlook

- Click “Add” to add a service
- Choose “Microsoft Exchange Server” and click “OK”
- Enter your Exchange Server name (i.e. – “kstvyx01”) and the mailbox name of your **DMS** mailbox (i.e. – “DMS Quantico MTCC”)
- Click “Check Name” and wait till the information you entered becomes underlined; when it does, click “OK”
- Click “Add” to add another service
- Choose “Personal Address Book” and click “OK”



Setting Up the DMS Profile in Outlook

- Click “OK” to accept the default Personal Address Book path and settings, unless your unit has a shared PAB it uses
- Click “Add” to add another service
- Choose “X.500 Address Book provider” and click “OK”
- Review the DSA IP addresses that are given for the Primary and Secondary DSAs – they are essential. Click “OK”
- Click the “Addressing” tab



Setting Up the DMS Profile in Outlook

- For “Show this address list first”, choose “Personal Address Book”
- For “Keep personal addresses in”, choose “Personal Address Book”
- Verify that the “X.500 Directory” is listed under “When sending...”. If it is not listed, add it.
- For the box “When sending...”, make sure they are in this order: “Personal Address Book” first, “Global Address List” second, and “X.500 Directory” last
- Click “OK” to accept; your DMS Profile is set



Testing the Fortezza Card's Functionality

- To test the Fortezza Card's functionality, there are two things you can do
 - Send a signed/encrypted test message
 - Or use the "card_info.exe" utility
- Sending a test message will work, but to purely test the drivers use the "card_info.exe" utility
 - Go to a DOS prompt (Start -> Run, and type "cmd")
 - Type in the path for the "Litronic" folder followed by "card_info.exe" (i.e. -
c:\temp\fortezza\litronic\card_info.exe or
c:\winnt\profiles\student01\fortezza\litronic\card_info.exe) and then hit enter



Testing the Fortezza Card's Functionality

- Using “card_info.exe” (continued)
 - Place your Fortezza card in the top slot of your card reader
 - When asked to “enter your Socket number” type “1”
 - When asked, enter your PIN (found on your PIN letter)
 - If no errors are returned, the drivers are good



SETTING UP A DMS MESSAGE DRAFTER



Loading the CMP/JMPS Software

- If you are installing the software for a drafter (i.e. – someone who has no need of a Fortezza card, and will just be drafting the messages into military format), the **only** software you need to install is COE_MP (also called CMP, or JMPS). Drafters **may also** be Releasers, however.
- The setup executable is “Setup4101P2.exe”; if a CMP CD is being used, the executable can be found at <CDROM>:\cmp\cmp_setup\Setup4101P2.exe
- Run the program installer by going to Start -> Run, using the “Browse” button to find the executable



Loading the CMP/JMPS Software

- Wait for the program to extract, then click “Next”
- Enter your unit’s name, and company, then click “Next”
- When prompted to “Choose Destination Location”, click “Next”
- Choose “Custom”, and click “Next”
- By default, “Client”, “DPVS”, and “Table USMTF 2001” are already checked. Leave them checked, and also check “JMPS” and “Table USMTF 2001”. Click “Next”



Loading the CMP/JMPS Software

- When prompted to choose program folder, click “Next”
- For the resource name, enter “10”, for DIICOE. Click “Next”
- If necessary, repeat the last couple of steps (selecting program folder and resource name) as often as necessary, until you are asked where Outlook is installed.
- When prompted for Outlook’s installation directory, click “Next” to continue, unless you know that the directory listed is wrong; if it **is** wrong, correct it



Loading the CMP/JMPS Software

- Review your installation options, then click “Next”
- Wait while the program installs
- If prompted, restart your computer
- To verify installation, follow these steps
 - Open Outlook
 - Click on the JMP button in the Outlook toolbar
 - Type “GENADMIN”, and click “OK”
 - Go to File -> Mail
 - If an email window pops up with a text, installation is complete



COMMON PROBLEMS WHEN USING DMS



Fortezza Error Code 15 – “No Valid Roles”

- The Fortezza error code 15 is relatively easy to fix. The computer is telling you that it could not match the encryption information (your private key) on the Fortezza Card to any encryption information in the DMS Directory (which has your public key)
 - Most likely, 95% of the time, Outlook is not configured properly to go and look at the directory (your Outlook profile is misconfigured). You can fix it by making sure the X.500 Address Book Provider service was configured right, and the X.500 Directory was added to your Addressing tab of the services.
 - If that is not the case, please talk to your LCC.



Fortezza Error Code -20 – “Unknown Error”

- For the Fortezza Error code -20, the problem almost always lies within the Fortezza Driver installation. To fix this problem, you will need to reinstall the drivers, and sometimes DMS as well
 - Go to the control panel, and click on “Add Remove Programs”
 - Remove “Litronic Windows Fortezza Bundle 4x.x”
 - If you have it, remove “Spyrus Spex/2 Library”
 - Remove “CardWizard for Windows NT”



Fortezza Error Code -20 – “Unknown Error”

- Steps to correct problem (continued)
 - Run phase3 of the DMS installation (<CDROM>:\setup.bat phase3) and click the button for “Remove All”
 - Search for and remove the files “tssp32.dll”, “crypti32.dll”, “spyvus.vxd” and “fortezza.vxd”
 - Reinstall the DMS extensions and the Fortezza drivers



Fortezza Error Code 201 – “...Not Encrypted For Selected Role”

- This is the result of trying to open a message that was not intended to be opened by the Fortezza Card role you are using.
 - More technically, the message was encrypted by using the recipients' public keys, but the Fortezza software could not find any matching private keys.
 - This can occur if a card is recut, and you are trying to open messages encrypted with the old certificate information.
 - Make sure you are using the correct Fortezza card, and make sure you are in the correct mailbox; also, know whether other sections from your unit receive mail to the same mailbox you use.



DIT/DUA Browser Crashes When “PAB-ing” an Entry

- If the Directory Information Tree (DIT) Browser/Directory User Agent (DUA) crashes when you try to add an entry into your Personal Address Book, the solution is as follows:
 - Reinstall phase3 of DMS
- The problem was in the fact that for some reason the original installation of DMS was corrupt



“Error Received ... Whilst Reading Attributes”

- If you are browsing the DMS Directory Information Tree and suddenly receive an “error received from directory whilst reading attributes”, there are a couple things that could be wrong
 - Most likely, you were trying to set a “Base DN” in your DIT Browser options, and mistyped something. Your browser is looking for a Distinguished Name that does not exist. Go to View -> Options in the DIT Browser, and correct the Base DN.
 - Also, you might have been disconnected from the directory. If the connected chain link in the upper left hand corner of the DIT Browser is available, or the status bar says “Not Connected”, you need to reconnect to the directory.



Cannot Find the Entry You Just “PAB-ed”

- If you cannot find the DMS address you just added to your Personal Address Book, there are a couple of reasons
 - Make sure you are looking in the correct profile. If you were working under the profile “DMS QUANTICO MCB” when you added the address, but are looking for it under the profile “Schmo Civ Joe B”, you aren’t going to find it
 - In if you are looking in your “Personal Address Book”, and can’t find your address, look under your Outlook Contacts. The Outlook Contacts service does work very well with DMS. If you use DMS, please make sure you ONLY use the Personal Address Book



WHO TO CONTACT FOR HELP



Who to Go to For Help?

- ***For end users, their first and last line of defense is their ISCs ... YOU***
- If you, the ISC needs assistance, you may contact the DMS Control Center, either by phone or by submitting a trouble ticket to the SMB Quantico G6 DMS Help Desk
 - COMM 703-784-2111
 - DSN 278-2111
 - FAX 703-784-2001
 - SMB Quantico G6 DMS Help Desk (helpdeskdms@nt.quantico.usmc.mil)



ADDITIONAL SOURCES OF INFORMATION



Additional Sources of Information

- Documentation on DMS User Agent CDROM
 - Client Reference Guide (crg.doc)
 - Installation Instructions (install.doc)
 - Non-Delivery Notice Guide (ndn-summ.doc)
- When DMS is installed on a computer, the same documents that are listed above can be found at C:\DMS\DOCS



Additional Sources of Information

- Your Local Control Center
 - Here at Quantico it is the DMS Control Center
 - COMM 703-784-2111/DSN 278-2111/FAX 703-784-2001
 - SMB Quantico G6 DMS Help Desk (helpdeskdms@nt.quantico.usmc.mil)
 - <http://www.quantico.usmc.mil/g6/dmscc>
- Service DMS Web Sites
 - <https://www.noc.usmc.mil/Secure/DMS>
 - <http://dmsweb.belvoir.army.mil>
 - <http://www.dmshelp.navy.mil>



Additional Sources of Information

- DISA's DMS Web Site
 - **excellent** <http://disa.dtic.mil/apps/apm/>
excellent
- Lockheed Martin's DMS Web Site
 - <http://www.lmdms.com>
- Fortezza Drive Manufactures
 - <http://www.litronics.com>



QUESTIONS?